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<u>South Western Ambulance Service Trust (SWAST) Testimonial – Dave Powis</u>

**"ServiceDesk Plus - in an industry where time is critical it allows us to be quicker and smarter."**

As one of the UK's emergency services, it's critical that the NHS ambulance service uses reliable, trusted, and capable technologies throughout its IT infrastructure. That's why, South Wales Ambulance Service Trust (SWAST), trusts ManageEngine's ServiceDesk Plus to ensure coherent service management.

Offering extensive functionality, ServiceDesk Plus is a tool that is workable, cost-effective and efficient - crucial qualities when working in partnership with NHS Trusts.

Here, Dale Powis, IT Service Desk Manager, explains why SWAST confidently uses Set3 Solutions to install, configure and train the NHS Trust on the ServiceDesk Plus suite for maximum efficiency.

"ServiceDesk Plus was first deployed back in 2013. Over the years we have trusted Set3 Solutions to provide expert consultancy to enable us to fully maximise ServiceDesk Plus's potential within the Trust.

The capabilities of ServiceDesk Plus throughout our business is vast.  We have huge numbers of variables to consider; as such we need regular training to ensure that the system is working methodically and systematically as the needs of the Trust change and its usage throughout the business is increased.

For this consultancy, we are in constant touch with Set3's Josh Ball.  Josh offers high-level technical consultancy both in person, onsite and remotely, honestly, he is superb at what he does.  We have a great working relationship where no question or query is ever too small.  A feasible solution is delivered quickly through demos and step-by-step guidance; meaning we have total peace of mind that our business is in excellent hands.  This means there is never a delay or stalemate in operational delivery because we can seek help through Set3 immediately and their knowledge ensures a direct solution.

Josh, and in fact all the Set3 Solutions team, take the time to communicate workable and practical results, and if we need to go back to clarify we can - nothing is too much trouble.

Their expert knowledge of the entire ManageEngine suite of products is unsurpassable. They go over and above and if our requirements look to need additional tools and facilities they will offer advice on additional usage needs, implementing and deploying upgrades.

For example, we have now gone from using ServiceDesk Plus in just one department to upgrading to the Enterprise Service Management system, through their recommendation, to expand usage across multiple departments. It's a sophisticated, well-organised system that brings together departments in a compliant, logical and intelligent way.

Our biggest need was multiple department ticketing - IT, HR, Finance etc. This sees distribution of a request fairly distributed which ensures they are dealt with promptly without additional tickets being raised, for example, courtesy replies as in 'thank you' or 'safe receipt'. Its clever automation has helped us tenfold; Josh was able to include an automated ticketing 'chase and close' which means we no longer have to chase our internal customers three times before closing the ticket. Now the system does this for us, saving us huge amounts of time. As a result, it's transformed delivery and service, and in an industry where time is critical it allows us to be quicker and smarter.

Another key feature of ServiceDesk Plus for us is the add on comprehensive analytical dashboard tool – Analytics Plus. It enables 'at a glance' reporting through graphical images as well as in-depth KPI reporting systems. It delivers in a straightforward, easy to use format so end users are not bogged down with complicated IT systems.

As an IT department we are thrilled with the flexibility and workability ServiceDesk Plus has given us. For our colleagues, they are impressed by how easy it is to use. With many users, with varying technical capabilities, ServiceDesk Plus has impressed all users. In fact, a colleague recently said, "I can now confidently go to our directors with comprehensive reporting, thanks to ServiceDesk Plus." And our team of Directors are very impressed with its analytics and reporting capabilities.

As a Trust it's vital our performance is tracked, trends are identified and problems are solved - ServiceDesk Plus allows us to confidently manage all three of these variables, therefore, we would categorically recommend ServiceDesk Plus, but mostly we'd recommend Set3 Solutions for advice, sales, deployment, and training.